

COMMUNICATING EFFECTIVELY DURING AN LMS MIGRATION

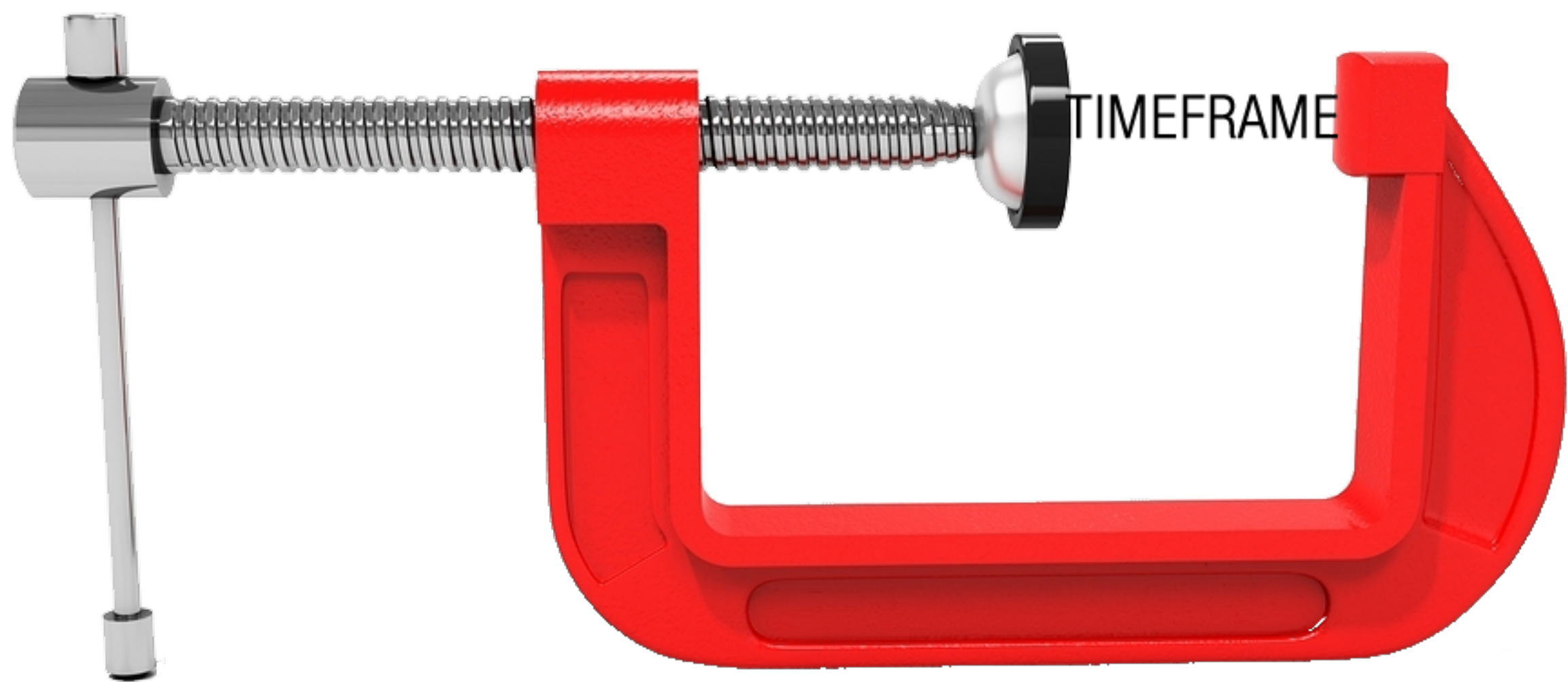
HITTING THE SWEET SPOT

MARLEE GIVENS

HEATHER JEFFCOAT

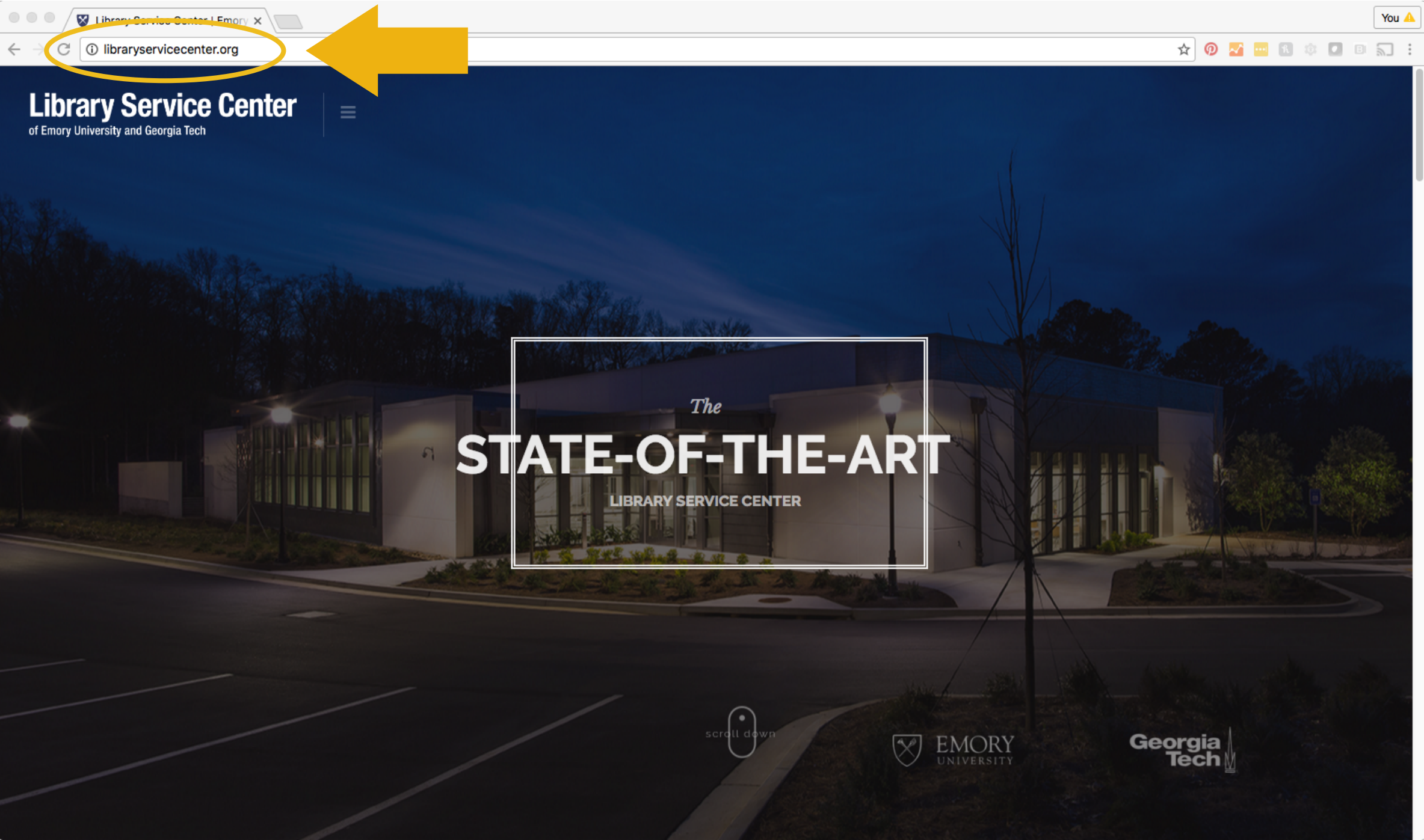


TOPIC #1: Project Background & Migration to LMS



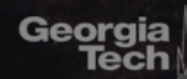






Library Service Center
of Emory University and Georgia Tech

The
STATE-OF-THE-ART
LIBRARY SERVICE CENTER



WHY ALMA?

CHALLENGES



DISCUSSION QUESTION #1:

Imagine your library is moving to a new LMS.
What would be your **top 3** priorities for
library staff communications?

TOPIC #2: Best Practices & Tools

“Communication is always the challenge of any big project. Too much and everyone switches off, too little and everyone complains that they don’t know what is going on.”

BEST PRACTICES

BEST PRACTICES

- Craft “meaningful” communications
- Use various means of communication
- Incorporate storytelling
- Too much or too little
- Evaluate your communication needs periodically

“Different stakeholder groups will have varying interests and levels of engagement with the project. Consequently, the project team needs to consider what ways and forms of communication are going to be most effective with these various groups and then craft communication strategies that reach out to all of these groups.”

TOOLS

TOOLS

- Basecamp
- Meetings
- Emails
- Blog Posts
- Training
- Social Media

DISCUSSION QUESTION #2:

Imagine that you are on your library's
LMS migration team.

What are 3 methods or tools you'd use for team
communications?

TOPIC #3: How we hit the **SWEET** spot


“Most people are only interested in something when it is going to affect them directly. Communications from the project team need to be coordinated with stakeholders expectations and needs so that people will actually care about what the team has to say.”

lib-itd lib-employees lib-news Primo


https://outlook.office.com/owa/projection.aspx

Reply all Delete Junk


lib-itd lib-employees lib-news Primo



lib-news-request@lists.gatech.edu on behalf of Givens, Marlee D <marlee.givens@library.gatech.edu>
Fri 9/18/2015, 1:49 PM
'lib-news@lists.gatech.edu'


 Reply all

alma/primo

 PrimoBrochure2015.pdf
2 MB

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Action Items



Hello everyone,

Here is your next update on the Library's implementation of ExLibris Alma, a next generation library management service which will replace our Voyager catalog system. Today we are introducing **Primo**.

What is Primo? Very simply, Primo is the interface through which you search for content. Primo will replace VuFind, the interface we are currently using for our catalog. More specifically, Primo provides its users with a solution that enables the discovery and delivery of print and online information sources, regardless of their format or location.

1 For an overview of Primo please visit: <http://www.exlibrisgroup.com/category/PrimoOverview>

Also see the attached PDF which highlights Primo's capabilities & benefits. 2

3 As part of our implementation package from ExLibris, we have access to a number of training videos. If you'd like a "deeper dive" into Primo, you are welcome to view the Introduction to Primo video as a Guest: <http://learn.exlibrisgroup.com/mod/scorm/view.php?id=1397>

→ Alma and Primo will both go live at Georgia Tech on **December 28, 2015**.

Contact the core team at a-team@library.gatech.edu with any questions, and stay tuned for future e-mails. ←

Marlee

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“It was useful as far as it went but so much did not go as planned that advance communications ended up being almost irrelevant in the event.”

“The tone of the communication was ‘overly cheerful’ and did not address issues member libraries were dealing with...”

[← How to Get Your Research Published Workshop](#)[Pardon our Progress... →](#)

GIL Express requests go through Interlibrary Loan starting Dec 1

Due to its migration to a new library management system, on December 1 the Georgia Tech Library will suspend the GIL Express direct-requesting service. Instead, all requests from University System of Georgia libraries will go through [Interlibrary Loan, or ILLiad](#).

This change will remain in place until 2017, when the system will join Georgia Tech and partner Emory University in their move to an updated library management system and discovery platform. During this time the Library remains committed to delivering books from our loan partners as quickly as possible.

GIL Express items on loan will need to be returned by December 1 and cannot be renewed. In addition Georgia Tech faculty, staff and students may still travel to any of the libraries in the University System to borrow directly with their BuzzCard.


For more information on the Library's Renewal Project, visit renewal.library.gatech.edu.

[← How to Get Your Research Published Workshop](#)[Pardon our Progress... →](#)

Recent News

- Integrating Georgia Tech Library Resources into Your Google Scholar Search
- Vintage Computing: Digital Pasts, Digital Futures
- Library Service Center website launched
- retroTECH speaker series Aug. 30
- Georgia Tech, Emory begin resource sharing
- New data resources available from Library
- PRIMO: Getting the journal articles you need
- retroTECH: Pioneering the Field of Personal Digital Archiving
- Need a book? We'll get it to you.

Archives

GIL Express requests now go
through Interlibrary Loan

How we hit the **SWEET** spot

MINIMUM

Crème Brulee

MEDIUM

Crème Brulee

*Traditional French custard
with caramelized sugar,
topped with fresh berries*

MAXIMUM



Crème Brulee

*Our signature dessert,
Madagascar vanilla bean, farm
fresh eggs in a cool custard with a
torched turbinado sugar glaze,
topped with fresh berries*

gluten free

DISCUSSION QUESTION #3:

When you are on the receiving end of communication at your library, what is your ideal level of information?

MINIMUM – MEDIUM – MAXIMUM

RESOURCES

Antosh, Marissa. "Best Practices for Training and Support of Library Staff During Implementation of an Integrated Library System." Southern Connecticut State University, 2012.

Barrett, Deborah J. "Change communication: using strategic employee communication to facilitate major change" *Corporate Communications: An International Journal*, Vol. 7 Iss 4 pp. 219 – 231, 2002

Cervone, H. Frank. "Effective communication for project success", *OCLC Systems and Services: International digital library perspectives*, Vol. 30 Iss 2 pp. 74 – 77, 2014

Malone, Elizabeth, Cathy Murr, and Sarah Luszkat. "You Wait Twenty Years for a New Lms and Then Two Come Along at Once...". *SCONUL Focus* 63 (2015): 6-10.

Richardson, Stella, and Doug Goans. "How to Successfully Plan and Implement Alma Primo in Six Months to Support Collaborative Services in a Newly Constructed High-Density Storage Facility." In *ELUNA 2016 Annual meeting*. Oklahoma City, OK, 2016.